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QUESTION 1

HOTSPOT

A toy manufacturer is testing its processes in Dynamics 365 Sales and notices the following issues:

1.

The drop-down list of toy colors is different for different entities. They should be static and always the same.

2.

Too many decimal places are in the Quantity field. The field should have two decimal places instead of four.

3.

The Order Date field includes Date and Time but should include only Date.

You need to recommend how to fix the fields.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Resolution
Colors should be the same across entities.	▼
	Create an entity with the colors and create a new lookup field.
	Create an entity with the colors and update the existing field to a lookup.
	Create a global option set. Then create a new field by using the global option set.
	Create a global option set. Then update the existing field to use the global option set.
Quantity field should have two decimal places instead of four.	▼
	Update the precision.
	Update the field type.
	Create a new field because the precision cannot be changed.
	Create a new field because the field type cannot be changed.
Order Date should consist of only the date.	▼
	Update the format.
	Update the behavior.
	Create a new field because the format cannot be changed.
	Create a new field because the behavior cannot be changed.

Correct Answer:

Answer Area

Issue	Resolution
Colors should be the same across entities.	Create an entity with the colors and create a new lookup field.
	Create an entity with the colors and update the existing field to a lookup.
	Create a global option set. Then create a new field by using the global option set.
	Create a global option set. Then update the existing field to use the global option set.
Quantity field should have two decimal places instead of four.	**Update the precision.**
	Update the field type.
	Create a new field because the precision cannot be changed.
	Create a new field because the field type cannot be changed.
Order Date should consist of only the date.	Update the format.
	Update the behavior.
	Create a new field because the format cannot be changed.
	Create a new field because the behavior cannot be changed.

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/behavior-format-date-time-field

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-global-option-sets

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QUESTION 2

You are designing forms for a company that has a new Dynamics 365 Sales implementation.

Three departments need specific fields on the main form so they do not have to fill out multiple forms.

Each person should see only the fields they need.

Role	Requirements
Inside sales	• Use only a browser-based app. • Include fields for contact name, phone number, products, order date, and total amount owed.
Fulfillment	• Use either a mobile or browser-based app. • Include fields for contact name, product, and order date.
Field sales	• Use only a mobile app. • Include fields for contact name, address, phone number, and product.

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

A. Create three forms for all departments. Add all the fields. Add field-level security to fields not needed for each group.

B. Create one form for each department. Add all fields needed for all departments. Use business rules to hide fields.

C. Edit an out-of-the box form. Add extra fields. Give all departments security roles for that form.

D. Create one form for each department. Add only fields needed on the form for each department. Assign the appropriate security role to each form.

Correct Answer: D

QUESTION 3

DRAG DROP

A client plans to upgrade several solutions in the Dynamics 365 Customer Service application.

You need to recommend which upgrade option will achieve the outcome.

Which method should you use? To answer, drag the appropriate options to the correct outcomes. Each option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Options	Outcome	Option
Upgrade	Patch the case entity solution and roll up previous patches in one step.	
Stage for Upgrade	Patch the case entity solution but do not delete previous versions at this point.	
Update	Patch the case entity solution and replace the previous solution.	

Correct Answer:

Answer Area

Options	Outcome	Option
_____	Patch the case entity solution and roll up previous patches in one step.	Upgrade
_____	Patch the case entity solution but do not delete previous versions at this point.	Stage for Upgrade
_____	Patch the case entity solution and replace the previous solution.	Update

Reference: https://crmkeeper.com/2019/10/09/managed-solutions-update-vs-upgrade-vs-stage/

QUESTION 4

Note: This question is part of series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

In preparation for a Dynamics 365 Sales and Dynamics 365 Customer Service implementation a client is performing a fit-gap analysis.

You need to evaluate the requirements by using a fit-gap methodology in the context of Dynamics 365 Sales and Dynamics 365 Customer Service.

Solution: Quotes and Orders need to push and receive data in real-time from SAP.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 5

A company uses a checklist to ensure that salespeople are following the same steps when qualifying a lead and that proper handoff is followed when a salesperson goes on vacation.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

A. Dashboards

B. Workflow

C. Business Process Flow

D. Microsoft Forms Pro

Correct Answer: D

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